

Kansas Department of Health

APCH 2002

Services

MARCOTI, 2002	opinig issue
Hello!	1
Including Health in Early Intervention Service	S
2002 Spring Conference	1
Community Early Intervention Network Chang	ges 2
Welcome to New Office Assistants	2
Medicaid Documentation	2
Sound Beginnings' Early Intervention Task For	rce
Completes Goals!	3
Parent-To-Parent In Kansas "Our Secret Langu	iage" 3
Kid's Nest Program Encourages Prenatal Care	4
Kansas' Local Early Intervention Part C Netwo	ork
Web Sites	
2001-2002 Early Intervention Networks Recog	nized
For Exemplary Practice	
State ICC Announces Changes	
Local Initiative Funding Partners	5
President's Commission on Special Education	
Communities of Excellence Program	7
Parent Education Videotapes in English, Spanis	sh,
And Korean for Language Facilitation with	
Young Children	
Trainings/Conferences	7

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ITS NEWS is offered to persons interested in early intervention services for infants and toddlers with disabilities and their families. To submit articles or for information, write or call KDHE, Infant-Toddler Services, Curtis State Office Building, 1000 SW Jackson, Room 220, Topeka, KS 66612-1274; (785) 296-6135. Reprinting of any articles should credit KDHE.

Hello!

By Peggy Miksch

I would like to take this opportunity to introduce myself. I am Peggy Miksch. I have accepted the position of Infant-Toddler Services Coordinator. I am excited to be working with all of you. I have always been in awe of the quality of services each of you represent in your respective networks. I believe Kansas has a wealth of talent, creativity, and a sense of caring that we can all be proud of in Part C. Working hand in hand with our infants and toddlers and their families, we can only continue to grow!

I spent five years as Infant-Toddler Services Coordinator in Geary County. I served as coordinator and early childhood special education teacher. In this position, I had the opportunity to work as part of a team in all aspects. During these five years, I experienced wonderful opportunities for community collaboration in Geary County. I feel well acquainted with the "frontline". However, I know each community faces unique issues. I would like all of you to know I welcome questions, comments, ideas and any input you may have. You are the experts and I look forward to learning from you.

A personal interest lies in expanding our services in the social-emotional area of development. I believe, as I am sure many of you do, that this area of development provides much of the foundation for success for our children. I hope we can explore new ways to expand our services in this area and in our knowledge of Infant Mental Health.

Another personal interest is in finding ways to team effectively with families facing multiple challenges. These families request family outcomes that may seem overwhelming to us as a single agency. Remembering that we are not a "single agency" but part of an interagency team is our first step. Seeing ourselves as not just an ECSE, SLP, OT, PT, etc., but as early interventionist, trained to work with the family as a whole, will be our second step. I would challenge each of us to use our creativity to think of ways to meet these challenges.

Collectively we can find the answers! Communication, as always, is the key! I hope we generously share our ideas about how to meet challenges and improve services with one another. I have had a chance to meet many of you during my years at Geary County. I look forward to meeting the rest of you.

Including Health in Early Intervention Services 2002 Spring Conference

Kansas Infant-Toddler Services Spring Conference will be held on April 18. The meeting will be from 8:00 a.m. to 3:30 p.m. at the Salina Holiday Inn.

The conference is designed for service providers, parents, and administrators in Part C early intervention networks. The morning session will include a panel discussion regarding Hospital To Home Transitions. Breakout Sessions in the afternoon include: Getting Together - How to Involve Physicians in Your Infant-Toddler Program; Local Health Department's Role in Early Intervention; Assessment and Intervention with Premature Babies; Local Partnership Between Hospital and Early Intervention Network.

There will be a pre-conference workshop to give a Medicaid Billing update. Terry Pence from Greenbush will give a presentation and then answer some questions regarding medicaid billing.

There is no registration fee. Lunch and snacks will be provided. Call Joe Johnson at (800) 332-6262 or Belynda Johnson at (785) 296-6761 to reserve a space. If you have any questions regarding the conference, please call Joe Porting at (785) 296-8625.

Community Early Intervention Network Changes

This section of *ITS NEWS* is intended to help keep readers abreast of Network changes during the year that come to the attention of our office.

Please contact Diane Alexander, (785) 296-6135, to report changes as they occur. These updates are since the brochure dated 9/01.

Bright Beginnings - Butler County Infant/Toddler Services: has a new fax number: (316) 320-1216

Clay, Washington, Marshall ICC has a new fax number: (785) 747-2605

Sharon Brickell, FSC and Bob Scott, Director of Special Services are the new contacts for Coffey County ICC

Douglas County Infant-Toddler Coordinating Council has a new email address: dgcoiccdenab@aol.com

Geary County Infant-Toddler Services has a new email address: gcits@oz-online.net

Jewell/Lincoln/Mitchell ICC has a new email address: jklos@usd273.k12.ks.us

Leavenworth County Early Childhood Coordinating
Council has a new email address: vthaker@pmc-sjh.org

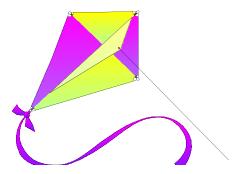
Osage County ICC Infant-Toddler Services has a new email address: tlecwest@grapevine.net (put Part C in subject line)

Prairie Band Potawatomi Indians has a new email address: cecilyw@pbpnation.org

Chris Miller is the new contact for Southeast KS Birth to Three Program. Email address: chris.miller@greenbush.org

Sunflower Diversified Services Early Education Center has a new email address: mrupe@sunflowerdiv.com

For a brochure with a complete listing of Kansas Infant-Toddler Services Community Networks for 2001-2002 please contact Belynda Johnson, Children's Developmental Services, (785) 296-6761; bjohnson@kdhe.state.ks.us



Welcome To New Office Assistants

You may have heard a new voice if you have called our Children's Developmental Services Section within the last few months. We have two relatively new office assistants on board: Bridget Noonan (replaced Pam Bean) and Belynda Johnson (replaced Cheryl Jones). Bridget's main focus is supporting our Newborn Screening Program; she also helps support Infant-Toddler Services and the Newborn Hearing Screening Program. Belynda focuses on both the Newborn Hearing Screening Program and Infant-Toddler Services.

Medicaid Documentation

By Terri Pence, SPECTRA Coordinator

One of the requirements when billing Medicaid or any other insurance company for Early Childhood Intervention services is documentation. Documentation can serve multiple purposes.

- 1. Proof of service for a post pay audit or review.
- 2. Narrative history of family's/child's progress.
- 3. Communication tool for other service providers working with the same family/child.
 - 4. Permanent record of intervention for legal purposes.
- 5. Fulfills the requirements for professional accountability for certification and licensure of providers.
 - 6. Resource material for providing statistics when looking for funding sources.

Documentation is also one of the most unrewarding pieces of our professional lives, and it can be difficult to meet everyone's requirements on the same form. There are a few easy reminders to keep close at hand, which should meet the requirements for all reasons to document.

Look at your documentation and see if all of these items are present.

- 1. Who did the service and what were their credentials?
- 2. Who received the service?
- 3. What day did the service occur?
- 4. How long did the service last?
- 5. What service was provided?
- 6. What response did you receive for the provided service?
- 7. What are your plans for future services?

If your documentation answers all of these questions you are meeting the requirements for Medicaid and other entities which could use your documentation to continue to serve the early childhood population and their families.

Terri S. Pence R.N., B.S.N., SPECTRA Coordinator, Education Service Center, Greenbush, P.O. Box 189, Girard, KS 66743. (620) 724-6281

Sound Beginnings' Early Intervention Task Force Completes Goals!

By Kim Sykes, Coordinator Sound Beginnings Newborn Hearing Screening Program

A special thank you to our Chair, Jane Schwartz. These goals could not have been accomplished without her expertise, direction and dedication to early intervention for children who are deaf/hard of hearing.

All infants identified with hearing loss will be offered an early intervention program by 6 months of age. Universal Newborn Hearing Screening is in place in Kansas and referrals to early intervention programs for newborns identified with hearing loss are increasing.

Every family will be provided with basic information on hearing loss, communication choices, and service options. Sound Beginnings' Early Intervention Task Force developed <u>A Kansas Resource Guide For Families With Infants and Toddlers Who Are Deaf/Hard of Hearing</u>. The resource guide will be offered to families by their Audiologist and Early Intervention provider. The resource guide has been mailed to all networks.

Early Intervention agencies will be provided with suggested assessment measures for infants and toddlers who are deaf/hard of hearing. The Early Intervention Task Force has developed a list of assessments that were provided to networks.

Personnel characteristics will be identified. The Early Intervention Task Force has identified Personnel Characteristics for Early Interventionists working with infants and toddlers who are deaf/hard of hearing. These characteristics have been provided to the networks.

In-service Training opportunities will be provided. Information will be provided as training is scheduled.

Early Literacy

New website focuses on literacy 0-8 including ideas to meet special needs

A new website has launched titled Kansas Kids Ready for Learning. The website provides links to early literacy for families and providers. There are links to Kansas and national literacy projects, family literacy programs and fun sites to enhance early literacy. The site contains information about what we know about early literacy; activities to promote early literacy and ideas to meet special needs. The website is sponsored by KSBE, KITS, and KSDE. The website provides early literacy resources for children ages birth through 8 years. It is designed for use by parents and early childhood providers.

Parent-To-Parent In Kansas "Our Secret Language"

By Leia Holly

As he takes my hand and pulls me toward the swing, I see the hunger in his blue-green eyes. I feel my heart melt and my world change. My heart is full yet breaking at the same moment. He is communicating with me, yet we are the only ones who seem to understand our secret language. I struggle to fight back tears as I feel the isolation of this moment. Are we really alone? Are we the only ones?

My fingers slowly dial the phone as I search for someone, anyone, who lives within "our world". The voice, calm, understanding, compassionate; wait did she say there were others? Yes! As she repeats her words the tears begin to cascade down my face. "We can match you with another parent in your area, whose child also has autism," Bonni said.

The hours seem like years as I wait for the call, the call from someone who has been there! I can't believe my ears – Mary's daughter is five and although she has autism she is a part of her family, her community and her school.

Just a few months earlier the pediatric neurologist told us our then 25-month-old son "would never again talk, have normal eye contact or be a functioning member of our family. Prepare to place him in a home before he's a teen."

I knew in my heart she was wrong, yet until the phone rang and Mary said, "Kaylynn used to do that also" my mind kept saying we were alone.

As Mary and I watched our children grow, learn and play, we shared stories of dreams lost and of hopes for the future. We shared the "little steps". "He drank from a straw!" "He gave me five!" "He slept through the night!" "He took a bubble bath." Mary understood the significance of these moments.

My world began to expand as I watched Mary, Kaylynn and their family. Knowing we were not alone enabled our family to soar. We didn't hide. We cherished each moment, each day and each smile.

That simple call, that Parent-to-Parent match, changed my life. Families Together's Parent-to-Parent program was the light at the beginning of a wonderful journey with our son, Sean, who has autism.

Since that day seven years ago, I have volunteered as a supporting parent many times. Through the gift of time and compassion, I have shared the heartache and joy of training a child with a disability. I have had the privilege of joining many families on their journey through the world of disabilities.

Two years ago my husband's job transferred him to another part of the state. Again Parent-to-Parent was there. By talking with parents in the area who had experienced the local special education system, we were able to find the perfect home for our family where Sean's needs could best be met. If I had to do it over again, my first call would be to Families Together and their Parent-to-Parent program. They truly understood "our secret language."

"Kid's Nest" Program Encourages Prenatal Care

The Kansas Department of Health and Environment, in partnership with the Kansas/Western Missouri Chapter of the March of Dimes, Gymboree, Inc., and local health departments, is offering incentives and education through a program called "Kid's Nest". The purpose of Kid's Nest is to encourage expectant mothers to receive early and regular prenatal care.

"Prenatal care is absolutely essential in ensuring the healthy development of babies," said Rita Davenport, perinatal consultant with the KDHE Bureau for Children, Youth & Families. "Kid's Nest provides women with important information about caring for their babies, and helps to offset the extra costs that come with a new baby."

Women who participate in the Kid's Nest program can earn points redeemable for clothing items provided by Gymboree. Expectant moms receive points for such activities as: attending prenatal care appointments in maternal and infant clinics in selected county health departments; participating in prenatal education classes; making healthy lifestyle choices (such as consistently taking folic acid or not smoking); keeping appointments for well-baby visits; and more.

Health professionals or volunteers from participating prenatal care agencies refer women to Kid's Nest based on financial need and other criteria. Participating agencies include the WIC program (administered by the KDHE Bureau for Children, Youth & Families), welfare-to-work training programs, and others. Currently, ten county health departments in Kansas are participating in Kid's Nest, including: Ford, Finney, Geary, Jackson, Johnson, Lyon, Montgomery (Mercy Hospital, Independence), Rooks, Seward, and Wyandotte. All Kid's Nest clients must be enrolled in prenatal care to participate in the program.

For more information about Kid's Nest, please contact Rita Davenport, KDHE Bureau for Children, Youth & Families, at (785) 296-1306; Norm Hess, Kansas/Western Missouri Chapter of the March of Dimes, at (816) 561-0175; or your local health department.

Kansas' Local Early Intervention Part C Network Web Sites

These web sites have been provided to KDHE Infant-Toddler Services by the Part C contacts in their respective networks. Corrections or additions may be sent to Diane Alexander, Children's Developmental Services, KDHE, 1000 SW Jackson, Suite 220, Topeka, KS 66612-1274.

Email: dalexand@kdhe.state.ks.us

Douglas County Infant-Toddler Coordinating Council - www.community.lawrence.com/info/InfantToddler

Geary County Infant-Toddler Services - www.usd475.k12.ks.us/sped/ecn.html

Hays Interagency Coordinating Council - www.geocities.com/haccinfo

Infant-Toddler Services Network of Riley County - www.infant-todler.org

Kid-Link - www.dsnwk.org (go to Child Services)

Lakemary Center - www.lakemaryctr.org

Sedgwick County Early Childhood Coordinating Council - www.RainbowsUnited.org

Wyandotte County Infant-Toddler Services - www.kckps.k12.ks.us

Information about the following Local Part C Early Intervention Networks can be accessed at: www.greenbush.org (go to Infant-Toddler)

Clay/Washington/Marshall ICC Cloud/Republic ICC Douglas County Infant Toddler Services Infant Toddler Services of Johnson County Ottawa/Wellsville Infant/Toddler Services Shawnee County Infant Toddler Services Southeast KS Birth to Three Program Reach Preschool

CRITICAL PERIODS: Windows of Opportunity: What do we really know? is a new book that presents a critical discussion of the neural and behavioral sciences that undergird the notion of "windows of opportunity" in early brain development. Based on a national synthesis conference by NCEDL, it's just been published by Brookes Publishing of Baltimore. This link takes you to a Spotlight that lists the chapters and gives other details: http://www.fpg.unc.edu/~ncedl/PDFs/spot31.pdf

2001 -2002 Early Intervention Networks Recognized for Exemplary Practice

For the third year, the Kansas Department of Health and Environment has recognized early intervention networks in Kansas for practices that they have incorporated into their early intervention services that are progressive and go beyond the requirements of IDEA. This year, networks had the opportunity to submit an application in the area of community collaboration to be reviewed by professionals from across the State to be considered for recognition. There were three programs recognized for their collaboration with other community services and programs.

The Douglas County ICC consisting of over 60 agencies, individual providers, parents and community businesses joined together in a strategic planning process that resulted in a variety of outcomes for the community. Among those outcomes were agreements on the use of common forms used in all community agencies. This process has also lead to the development of interagency agreements for delivery of services to children and families. Contact Person: Dena Bracciano, Douglas Co. Infant-Toddler Coordinating Council, 2619 W. 6th St., Suite B, Lawrence, KS 66049, phone: (785) 843-3059.

The McKids Program in McPherson in conjunction with their Child Care Resource and Referral Program and Parents as Teachers Program have joined together in a planning and needs assessment process that has resulted in the fostering and development of a community resource center for all children and families. This transformation of an infant/toddler program into a community center has taken significant time and effort and resulted in the sharing of a variety of resources from multiple agencies to create better services for the community. Contact Person: Virginia Walker, McKids, 1106 Hospital Drive, McPherson, KS 67460, phone: (620) 241-9590.

The Sumner County Infant/Toddler program of Futures Unlimited joined together with their local school district, community recreation program, and community library to develop an emergent and early literacy program for all children in their community -Wellington. One focus of the program is to support families in establishing routines of reading with their children from a very young age. The pilot of this program was so successful that it has grown and expanded to other communities in the county. Contact Person: Paula Diver, Sumner County Infant/Toddler Program, 2410 N.A Street, Wellington, KS 67152, phone: (620) 326-8906 ext.249.



State ICC Announces Changes

The Kansas Coordinating Council on Early Childhood Developmental Services has had a few changes in the recent past. The Governor appointed two new members:

Ellen Mellard is the new public member from Jefferson County. Ellen coordinates Part C services for Northeast Kansas and teaches Occupational Therapy at the KU Medical Center.

Maria Martinez is the new parent member from Ellis County. Maria is also a member of the Board for the KS Head Start Association.

Receiving a renewal of another three year term were:

Karla Kenton, parent from Hays, and Sharon Hixson, a provider member from Southwest Kansas. Sharon was also appointed as the new chairperson for the Council.

The Senate designee has recently changed. The new member is Senator Karin Brownlee (R-Johnson County).

The Board of Regents has also named their designee. He is Dr. Chet Johnson of the KU Medical Center - Children's Developmental Unit.

For more information about the Council or to express interest in next year's appointments, contact Doug Bowman by calling (785) 296-1294 or e-mail him at dbowman@kdhe.state.ks.us

Local Initiative Funding Partners

Local Initiative Funding Partners (LIFP) program is a matching grants program designed to establish partnerships between The Robert Wood Johnson Foundation (FWJF) and local grantmakers in support of innovative, community-based projects that improve health and health care for underserved and at-risk populations. LIFP provides 36-to-48 month grants of \$100,000 to \$500,000. Grants must be matched dollar for dollar by local sources. In 2002, up to \$8 million will be awarded under the program. Under LIFP, local grantmakers (such as community foundations, family foundations, corporate grantmakers, and others) propose a partnership with RWJF to fund a new initiative. Grants may be made to community nonprofit organizations or institutions with the capacity to implement the new initiative. To see examples of the current projects, local funding partners, and for a down-loadable version of the Call for Proposals, please visit the Web site at www.lifp.org

President's Commission On Special

Education

RRC-INFOSPEC@LSV.UKY.EDU - October 8, 2001

On October 3rd President Bush issued an Executive Order announcing the creation of a Commission on Excellence in Special Education. The Commission has been charged to make recommendations for improving the educational performance of students with disabilities and to issue a report by April 30, 2002. The report will include an examination of research on the effectiveness and cost of special education and the appropriate role of the Federal Government and an analysis of the factors that have contributed to the growth in costs of special education. The Commission is also tasked with analyzing and making recommendations on:

A how federal resources can best be used to improve educational results for students with disabilities;

A a recommended special education research agenda;

A an analysis of the impact of providing appropriate early intervention in reading instruction on the referral and identification of children for special education; the effect of special education funding on decisions to serve, place, or refer children for special education services and recommendations for alternative funding formulae that might distribute funds to achieve better results and eliminate any current incentives that undermine the goals of ensuring that children with disabilities receive a high-quality education;

A how the Federal Government can help States and local education agencies provide a high-quality education to students with disabilities, including the recruitment and retention of qualified personnel and the inclusion of children with disabilities in performance and accountability systems;

A the impact of Federal and State statutory, regulatory, and administrative requirements on the cost and effectiveness of special education services, and how these requirements support or hinder the educational achievement of students with disabilities:

A how differences in local educational agency size, location, demographics, and wealth, and in State law and practice affect which children are referred to special education, and the cost of special education; and

A the experiences of State and local governments in financing special education, and an analysis of whether changes to the Federal "supplement not supplant" and "maintenance of effort" requirements are appropriate.

The Executive Order can be found on line at http://www.whitehouse.gov/news/releases/2001/10/20011003-12.html

The following individuals have been named to the Commission:

Terry Edward Branstad, former governor of Iowa who will serve as Chairman;

Adela Acosta, an elementary school principal from Prince Georges County, Maryland;

Steve Bartlett of Texas, former congressman from Texas; Paula C. Butterfield, Deputy Superintendent of the Pittsburgh, PA school district;

Jay G. Chambers, senior fellow at the American Research Institute and co-director of the Center For Special Education Finance (California);

W. Alan Coulter, University of Louisiana Medical School and a special education consultant;

Thomas Albert Flemming, a former special ed student and former teacher of the year, from Michigan;

Jack M. Fletcher, a neuropsychologist at the Department of Pediatrics, Center for Academic and Reading Skills, University of Texas at Houston Health Science Center;

Douglas H. Gill, Director of Special Education for the State of Washington;

David W. Gordon, Superintendent of the Elk Grove School District in California, the 12th largest district in the state;

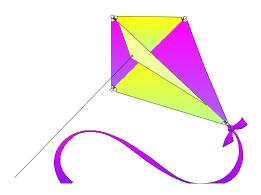
Nancy S. Grasmick, Maryland Commissioner of Education; Bryan C. Hassel, an expert on charter schools and author of several chapters in the Fordham Foundation book on

Rethinking Special Education, of North Carolina; Douglas Carl Huntt, Assistive Technology Director from Ohio;

Michael J. Rivas of Texas;

Cheryl Rei Takemoto, Director of the Virginia Parent Education Advocacy Training Center; and Katie Wright of Illinois.

The Commission's executive director is C. Todd Jones, who currently serves as deputy assistant secretary for enforcement in the Office of Civil Rights in the Department of Education. The following Administration officials will serve ex officio: Elizabeth Ann Bryan, counselor to Secretary Paige, Edward Sontag, Robert Pasternack, Assistant Secretary for OSERS, Reid Lyon from NICHD, and Wade F. Horn, Assistant Secretary for Family Support at HHS in charge of welfare, Head Start, child care and child welfare.



Communities of Excellence Program

Submitted by: Bobbi Stettner-Eaton, Office of Special Education Programs, U.S. Department of Education

It is time again to seek nominations for the Communities of Excellence program. Every year for the last 3 years, 5 communities have been selected by the Federal Interagency Coordinating Council (FICC) to receive the honor of "Community of Excellence." Each community is committed to providing services & supports all its children. It goes beyond commitment to coordinated actions to ensure that all children in the community receive integrated services that are easily accessed and respectful of families. Each community has done this in its own way.

The booklet documenting the 1999 and 2000 Communities of Excellence is now available through EDPubs (edpubs@inet.ed.gov) or call toll-free 1-877-4-ED-PUBS. If the 877 service is not available in your area, call 1-800-872-5327. You will soon be able to view the document electronically on the FICC web site at http://www.fed-icc.org/news as well as on the Communities Can! web site at http://gudc.georgetown.edu/commcan.html.

We are encouraging a broad dissemination of this announcement. We know that there are many terrific communities across the country providing support for children and their families. Let's recognize them and leave no child and family behind.

Also, be sure to mark the Communities of Excellence 2002 Recognition meeting on your calendars. It will be held in Washington, DC on May 19-21, 2002. If you have any questions about Communities of Excellence or the Communities Can! network, please contact: Suzanne Bronheim, Ph.D., Senior Policy Analyst, Communities Can! Georgetown University Child Development Center, 3307 M St., NW, #401, Washington, DC 20007 Phone: 202-687-8914 Fax: 202-687-8899 Web: http://gucdc.georgetown.edu

Parent Education Videotapes in English, Spanish, and Korean for Language Facilitation with Young Children

By Kevin Cole, PhD, Washington Research Institute

As an early education stakeholder, we want to let you know about some parent education videotape materials that are now available from our federally funded Outreach Project. We allow (and encourage) copying of the materials.

Washington Research Institute (WRI) has an Outreach Project to make videotapes and written materials available to help staff show parents how to encourage their kids to talk and understand language better, and to get ready to read.

Each set includes two 20 minute videotapes and a manual for conducting parent workshops and inservice education for teachers and paraprofessionals, including handouts, resource lists, and other supporting materials. All materials have been shown to be effective with children with disabilities, including children from diverse cultural groups.

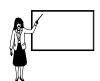
One video in the set shows how to use books to encourage language in young children, and one video teaches how to use play to get kids talking. The sets are available now in English, Spanish, and Korean (Vietnamese, Mandarin, and Russian will be available next).

The sets cost \$95 to develop, and we distribute them at our cost. We encourage you to preview them before purchasing. For more information please view the website:

www.wri-edu.org/bookplay.

For questions please contact:

Kevin Cole, Ph.D., Senior Researcher, Washington Research Institute, 150 Nickerson St., Suite 305, Seattle, WA 98109 (206) 285-9317 FAX (206) 285-1523 kcole@wri-edu.org



Trainings/Conferences

May 10, 8:30 am - 3:15 pm. *Good Beginnings Last A Lifetime*, Infant Toddler Conference. Salina Bicentennial Center. Keynote Speaker - Dr. Carolyn Pope Edwards. Registration fee: \$25.00 per person, includes lunch. For more information go to www.kaccrra.org

June 18-21. Supporting Children & Families for School Readiness, 9th Annual KITS Summer Institute, Lawrence. Day 1: Ready Communities; Day 2: Ready Families; Day 3: Ready Schools/Networks; Day 4: Ready Teachers/Early Interventionist.

September 12-15. *Rocky Mountain Fragile Infant Feeding Institute*. Estes Park, Colorado - YMCA of the Rockies. This institute will address feeding of infants with typical difficulties related to prematurity and/or congenital anomalies. Examples include bronchopulmonary dysplasia, gastroesophageal reflux, and failure to thrive. Particular emphasis will be placed on the neurodevelopmental aspects of infant feeding, supporting the infant-parent relationship, as well as the development of systems to support best practice. Further information is available at www.uchsc.edu/sm/peds/cfii

October 1. Annual Head Start & Services for Children with Disabilities Meeting. McPherson. Contact Vera Lynne Stroup-Rentier at (620) 421-6550 ext. 1768.